

**Terms and Conditions 2016 - 2017**

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**1. General Terms and Conditions:**

**Operations:**

- The Kings Head operates under the Company 'Eastern Leisure Ltd'

**Restaurant Reservations and Menus:**

- All meals are subject to availability.
- All items may contain nuts or nut derivatives and other allergens. Please make staff aware of any food allergies or dietary restrictions. A copy of our allergen menu is available for all customers.
- A discretionary 10% service charge is allocated to all tables where six or more people are dining in the restaurant.
- Restaurant table bookings are allocated for a 2 hour period. Customer item changes on listed meals may be chargeable.
- Groups of 8 or more may be requested to order from one of our set menus. All weights and/or measurements are prior to cooking.
- All offers are single offers, and not valid in conjunction with any other offer.

**Pricing:**

- Please note that all prices indicated on the menus are correct at the time of going to print and may be subject to fluctuations.
- All items include VAT where stated at the national rate.

The Kings Head  
Hagley Road | Harborne | Birmingham | B17 8BJ  
Tel. 0121 277 4130 | Fax. 0121429 4268  
Email. [info@thekingsheadbirmingham.com](mailto:info@thekingsheadbirmingham.com)  
Web. [Thekingsheadbirmingham.com](http://Thekingsheadbirmingham.com)

**Outside food and beverages:**

- No food or beverages are to be brought onto the premises by the client or their guests.
- Birthday/Anniversary/Celebration cakes are permitted to be brought onto the premises (Under prior Management agreement). Any consumption onsite may incur a surplus charge.

**Age Restrictions:**

- Eastern Leisure Ltd promotes sensible drinking.
- The King's Head has adopted the Challenge 25 policy for dealing with proof of age. This requires the customer to prove that they are over 18 if we believe them to be under the age of 25. Only Valid Photo graphic I.D (Passport or Driving License)

If you're under 18, it is against the law:

- For someone to sell you alcohol
- To buy or try to buy alcohol
- For an adult to buy or try to buy alcohol for you unless you are 16 or 17 and it is wine, beer or cider with a sit down meal and you are accompanied by an adult
- To drink alcohol in licensed premises if under 16
- Any person under the age of 16 attending the party must be supervised at all times and due to license restrictions, these persons will need to leave the premises before 9:00pm.
- Attic Functions: 16 & 17 year olds can be in attendance until 2:00am if under supervision.

**Admission:**

- The management reserve the right to refuse a sale or admission at any time.

**Offers and Promotions:**

- Some offers may not run over Seasonal Periods – 1st – 31st December inclusive, and UK & International Holidays.
- All offers are subject to availability.
- Offers are not wholly or partly exchangeable for cash.
- Any offers may be subject to change by Eastern Leisure Ltd without prior notice.
- Eastern Leisure Ltd reserves the right to withdraw offers at any time.
- On any 2-4-1 or Buy One Get One Free promotions, the cheapest item is free.
- All prices and times on promotional materials correct at time of printing.
- Benefits and conditions may change without prior notice.
- All offers are single offers, and not valid in conjunction with any other offer.

**Dress Code:**

- We have spent a great deal of time and funds restoring and this 100 year old building and in keeping with the venue style we encourage smart dress that is not too casual. We do find that due to the decor and ambience of our venue that our guests tend to be on the dressier side quite naturally.
- Our dress code is "*Smart Casual*". We do not permit the following: Sportswear, work wear, caps, tracksuits or trainers.
- Any party booked is subject to our dress policy as stated on the entrance to the building.
- Unsuitably dressed individuals will be refused entry.

**Parking:**

- Please note that for attic room functions parking will be restricted

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- The link below suggests alternative parking arrangements: <http://www.ukcarparks.info/adkins-lane-car-park-bearwood#sthash.L6GViyJ4.dpbs>

#### **Email Subscriptions**

- By contacting The King's Head via email, you agree to subscribe to our Monthly newsletter detailing the latest news, offers and events. You can unsubscribe any time by using the link at the bottom of our monthly newsletter.

### **2. Deposits and Methods of Payment:**

#### **Securing your booking:**

- All of our bookings are placed on a 'first come, first serve' basis, to secure and finalise your booking we will require a non-refundable deposit. By paying a deposit you as the customer agree to our Terms and Conditions.
- Once the agreed date for the deposit is reached and if payment has not been received the booking will be automatically released, unless we have received a written confirmation for an extension via letter or email. This must be approved by a manager and the booking renewed.

#### **Payment Times:**

- Deposits to be taken by management 11:00am – 9:00pm, Sun – Fri or over the phone via management

#### **Payment Method:**

- Deposits for parties can be paid in person at The King's Head by cash or credit/debit card.
- Unfortunately we cannot accept Cheque payments.
- Deposits can be paid over the phone via debit/credit card (Please ask for a Manager when paying via this method).
- Please note that deposits are non refundable.
- Deposits and full payments will be lost should party sizes reduce.

#### **Responsibilities:**

- It is the customer's responsibility to ensure all guests are aware of their individual costs as bills will not be split to guests' individual orders.
- It is customer's responsibility to provide any proof of payment related to his booking, as it might be required the date of the booking.
- Remainder payments must be paid on the date agreed; failure to do so can result in the booking being forfeited and any deposit payments lost.

### **3. Cancellation and Amendments Policy:**

- Cancellation of the party will result in a loss of the deposits.
- Increases in the number of guests attending a party (when possible) can be authorized by managers up to 48 hours prior to the party.
- Any increase in the number of guests will be subject to room/space availability.
- Any decrease in the number of guests, will require a written confirmation and must be communicated to The King's Head at least 24 hours prior to the party.
- Deposits and full payments will be lost should party sizes be reduced after balance is received.

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- Booking terms and conditions will apply to any person added to the original booking and a pre-order will be required together with any required pre payment.

#### **4. Festive Parties (Seated Diners):**

- Any of our general terms and conditions will apply to any Festive party booking.
- Any terms and conditions contained within any sent emails or letters will be of application to the booking.
- Party tables are allocated for a 2 hour period.
- "Festive party" menus do not qualify for any food offer or promotion other than those specifically designated for them.
- It is advised that arrival time to the premises must be at least half an hour before your booking (Staff must be made aware of your arrival)
- A discretionary 10% service charge is allocated to all tables where six or more people are dining.
- Your menu choices, with final details and numbers are required at least 5 days prior to the date of the booking.
- A non-refundable deposit of £5 per person will apply to all the parties.
- By paying the deposit the customer agrees to our Booking terms and conditions.
- Any other terms and conditions reflected within the festive menus, festive booking form and festive pre order forms will apply to the booking.

#### **5. Festive Parties (Buffet):**

- Any of our general terms and conditions will apply to any Festive party booking.
- Any terms and conditions contained within any sent emails or letters will be of application to the booking.
- Party tables are allocated for a 2 hour period.
- "Festive party" menus do not qualify for any food offer or promotion other than those specifically designated for them.
- It is advised that arrival time to the premises must be at least half an hour before your booking (Staff must be made aware of your arrival)
- Your menu choices, with final details and numbers are required at least 5 days prior to the date of the booking.
- A non-refundable deposit of 50% will apply to all the parties.
- By paying the deposit the customer agrees to our Booking terms and conditions.
- Any other terms and conditions reflected within the festive menus, festive booking form and festive pre order forms will apply to the booking.

#### **6. Christmas Day and New Years Eve Bookings:**

- All bookings for Christmas and New Year's Eve are subject to availability.
- Any of our general terms and conditions may apply to any party booking.
- Any terms and conditions contained within any sent emails or letters will be applied to the booking.

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# THE King's Head

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- It is advised that arrival time to the premises must be at least half an hour before your booking (Staff must be made aware of your arrival)
- Your menu choices, with final details and numbers are required at least 5 days prior to the date of the booking.
- A non-refundable deposit of 50% of the total will apply to all the parties.
- Full payment must be received by 1<sup>st</sup> of December 2014, any bookings placed after this date will require payment in full.
- By paying the deposit the customer agrees to our terms and conditions.
- Any other terms and conditions reflected within the festive menus, festive booking form and festive pre order forms will apply to the booking.

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